

RFP 21-64147: Managed Services Provider (MSP)**Award Q&A Document***Last updated: 12/29/2021*

Question	IDOA Response
When will the new contract be effective?	The new contract with CAI will be effective upon execution, or when all parties have signed the contract. This should be by January 1, 2022.
When does the current contract expire?	The current contract with Knowledge Services will expire at the end of the calendar year on December 31 st , 2021.
What is the scope of the new contract?	The new contract scope with CAI is the same as the current contract scope. This includes: <ul style="list-style-type: none">• Staff Augmentation (aka temporary staffing) for the medical, IT, and administrative/clerical work categories• The Selected Resource Program (SRP aka Payroll)• IT Project Work for projects under \$1 million and shorter than one year• Independent Validation and Verification (IV&V) of IT Project work over \$1 million for projects longer than one year
What happens when the current contract expires?	Purchase orders may extend past a contract expiration date as long as the purchase order is dispatched before the contract expiration date. Therefore, all existing purchase orders with Knowledge Services may remain until the PO amount is used, unless a transition target date for all purchase orders is established and communicated by IDOA. Modifications to purchase orders to increase hours or amounts require IDOA review and approval effective 1/1/2022. New requisitions must be made with CAI. Contact CAI at Indiana.help@cai.io for assistance.
Is there a cap on the length or amount of money for new purchase orders or modifications to existing purchase orders with Knowledge Services?	Not at this time. But IDOA will likely establish a target date (in 2022) for all agencies to transition existing Knowledge Services purchase orders over to CAI. The target date will be communicated as soon as it is established.
Will all resources for all contract scope categories transition to the new contract?	No. IT Project Work and IV&V of IT Project Work will finish out under the Knowledge Services contract and associated work order and purchase order. If your agency would like to develop a transition plan to the new contract, please contact IDOA.
How will the transition to the new MSP work?	IDOA has collected up to date agency spend activity which has been analyzed against PeopleSoft data to develop an enterprise contract

	<p>report. This enterprise contract report will be used to inform agency transition plans to the new CAI contract. A representative from IDOA will be reaching out to agency Head Procurement Agents to schedule a meeting to begin developing agency transition plans. Please note: It will be the agency's responsibility to execute and manage the transition plan with IDOA support (if needed).</p>
Do I have to create new requisitions under the new contract for existing projects and temporary resources?	This will only need to be done in accordance with your agency's specific transition plan to the new CAI contract.
When should I expect for IDOA and CAI to reach out to me for transition meetings?	These meetings will likely happen in December, 2021 and January, 2022.
What should I do to prepare for my transition meeting with IDOA?	<p>Please begin aggregating information for each temporary resource engagement (staff augmentation and SRP):</p> <ul style="list-style-type: none"> • How long do you need a temporary resource (end date) to do this work? • Do you need the current resource or will another resource with equivalent knowledge, skill, and ability suffice? • What is the purchase order number and how many hours are still available on the purchase order?
What will happen to dotStaff?	<p>We are relying on Knowledge Services to continue all services, including dotStaff, associated with all active purchase orders through the purchase order expiration date.</p> <p>CAI's vendor management system (VMS), VectorVMS, will replace dotStaff for all new requisitions made with CAI after the contract with Knowledge Services expires. The CAI Account Manager assigned to your agency will work with you during the rollout of the VectorVMS solution.</p>
When and how will VectorVMS training be provided?	CAI will communicate and coordinate VectorVMS training. We anticipate training will begin in 2022.
Will the temporary service providers in the current MSP network transition to new MSP network?	CAI will work with providers who have engaged resources under the current network to enroll them in the new network.
If we have resources and network providers that want to continue working with the State in the new CAI network, should we recommend they make contact with CAI?	Yes. They may contact CAI by email at Indiana.help@cai.io .
We have resources that have gone through an extensive federal background check which took months to complete. Will these resources be transitioned to the new contract?	Please include these details in your transition plan document when you meet with IDOA. It is important that these important details are highlighted for CAI and the agency to incorporate into the transition plan.

When will I be able to see the new resource rate card?	The new rate card will be available upon contract execution.															
Generally, how do the rates in the current contract compare to the rates in new contract?	<p>There are three elements to the hourly rate the State pays for a resource (commonly referred to the bill rate). These three elements are:</p> <ol style="list-style-type: none">1. The pay rate (\$) that goes to the resource.2. The mark up rate (% of resource pay rate) that goes to the vendor in the network.3. The MSP fee (% of resource pay rate) that goes to the MSP (KS / CAI) <p>The rate that you are invoiced and pay to Knowledge Services is inclusive of all three elements. In other words, the resource only receives a portion of what we pay to Knowledge Services.</p> <p>Under the current contract, we do not have visibility into the portion of the bill rate that goes to the resource versus the vendor. Therefore, we cannot provide a comparison of resource pay rates and vendor mark up rates between the two contracts.</p> <p>The MSP fees in the new contract are lower than those in the current contract. The below table shows the difference in the MSP fees between the current and new contracts.</p> <table><tr><th>Contract Scope</th><th>KS</th><th>CAI</th></tr><tr><td>Staff Augmentation</td><td>1.59%</td><td>0.45%</td></tr><tr><td>SRP</td><td>10.8%</td><td>10.0%</td></tr><tr><td>IT Project Work</td><td>1.59%</td><td>0.45%</td></tr><tr><td>IV&V</td><td>1.59%</td><td>0.45%</td></tr></table>	Contract Scope	KS	CAI	Staff Augmentation	1.59%	0.45%	SRP	10.8%	10.0%	IT Project Work	1.59%	0.45%	IV&V	1.59%	0.45%
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If I am asked a question about the procurement process or IDOA’s award decision, what should I say?	Please direct them to IDOA at msp@idoa.in.gov .															
If my temporary resources or IT project resources have questions about transitioning to the new MSP network, what should I say?	IDOA invites all questions and concerns to be heard. This is a transition with multiple stakeholders that requires collaboration and coordination. While we encourage resources to ask questions of their employer, questions may also be emailed to msp@idoa.in.gov . Additionally, IDOA encourages network providers to email questions to Indiana.help@cai.io .															